

APPENDIX A
Level of Service Definition

“Level of Service - a qualitative measure that incorporates the collective factors of speed, travel time, traffic interruptions, freedom to maneuver, safety, driving comfort and convenience, and operating costs provided by a highway facility under a particular condition.”

- Transportation and Traffic Engineering Handbook - Second Edition,
Institute of Transportation Engineers, 1984.

Six Levels of Service (LOS) are defined for each type of facility for which analysis procedures are available. They are given a letter designation from “A” to “F” with “A” representing the best operating conditions and “F” the worst. For signalized intersection LOS analysis, average control delay per vehicle is estimated for each lane group and aggregated for each approach and for the intersection as a whole. LOS is directly related to the control delay value. The criteria are listed below.

LOS	Control Delay Per Vehicle (s)
A	≤ 10
B	> 10 and ≤ 20
C	> 20 and ≤ 35
D	> 35 and ≤ 55
E	> 55 and ≤ 80
F	> 80